Eric Spencer

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EDUCATION

Loyola University Chicago — Chicago, IL
Bachelor of Science in Computer Science, Minor in Information Systems — *Expected May 2026*
- Dean's List: Fall 2023, Spring 2024
- Trustee Scholarship recipient

EXPERIENCE

ITS Service Desk Technician — July 2024 – Present
Loyola University Chicago — *Chicago, IL*
- Resolved over 50 weekly support tickets, ensuring prompt and effective resolutions to user issues.
- Utilized Azure and BI tools to verify identity and grant secure access.
- Collaborated with backend teams to address complex system challenges.

Undergraduate Research Assistant — April 2023 – August 2023
Loyola University Chicago — *Chicago, IL*
- Investigated AI interpretability through a research study analyzing ChatGPT's handling of advanced Java concepts.
- Collaborated with professors and peers to document findings and refine methodologies.

Honor Caddie — Seasonal 2017 – 2024
Oak Park Country Club — *River Grove, IL*
- Provided a customer-focused experience while supporting players with on-course decision-making.

PROJECTS

Movie Recommendation Model | *Python, Flask, Tensorflow, BeautifulSoup*
- Hosted a recommendation model using Heroku, integrating data from Letterbox'd API.
- Optimized API calls to ensure performance within a 30-second limit for user-facing interactions.

Dexcom Alerts System | *Python, MySQL, Matplotlib*
- Developed an alert system for critical glucose levels, ensuring timely notifications.
- Designed data integration pipelines for long-term statistical analysis beyond 24-hour CGM data.

Health-Up App | *React Native, Nutritionix, RESTful APIs*
- Built a fitness app leveraging nutrition and workout data using public APIs.

Google AI Cloud Computing Hackathon | *Vertex AI, Python*
- Developed a machine learning prediction model to classify whether a current Major League Baseball player would be inducted to the Hall of Fame.

EXTRACURRICULARS

Vice President of Technology — Fall 2024 – Spring 2025
Loyola AI Club — *Chicago, IL*
- Manage and coordinate semester-long projects, enhancing members' technical and collaborative skills.

IT Chair — Spring 2024 – Fall 2024
Alpha Kappa Psi, Gamma Iota — *Chicago, IL*
- Developed and managed the organization's official website, ensuring its user experience and usability.

TECHNICAL SKILLS

Languages: Python, Java, Swift, React Native
Technologies: MySQL, Azure, Heroku, Google Cloud
Tools: Git, Excel, Tableau, UNIX